

ABSTRACT OF THE DISCLOSURE

5 A telecommunications system installation and management device and method for managing, controlling, updating and monitoring telecommunications devices, such as a private branch exchange telephone switch, voice messaging system, call accounting system, central office
10 telephone switch, router, bridge, hub, or associated peripheral telecommunications equipment. The device is capable of managing and controlling a plurality of different types of telecommunications equipment provided by various different manufacturers to thereby seamlessly integrate the equipment into an easily managed telecommunications system. A local
15 database within the telecommunications system provides for real-time or near real-time access and modification of programming information for the telecommunications equipment and further provides for redundancy in the event that the telecommunications equipment should fail. A single point of control for system management and data entry is provided in an integrated application that reduces the amount of necessary data to be entered and that facilitates user modifications and changes to operating parameters. The system preferably actively maintains a live connection with each of the managed devices.